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10/2/17

Amendment 393
Contract No. 229944

~~AVIX~~

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RFCS

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 393 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 15TH day of FEBRUARY, 2017, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for performing the Preliminary Analysis (PA) necessary to develop a proposal with scope and cost to implement a solution to process Vanpool Fares through the ORCA System. This work is performed per *PA-ROF Processing Vanpool Fees through ORCA System* (CR-11890) v.15.0 as approved by the Agencies on January 3, 2017.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Agreement

Section 1.0 Description of Work

General

- 1.1 A cardholder must have a registered ORCA card to perform Vanpool fare payments. The card must be unblocked; Vanpool fare payments will not be permitted for blocked cards (this will include cards with pending block card work orders and will exclude cards with pending unblock card work orders). The cardholder can be either the primary or associated cardholder.
- 1.2 A Vanpool fare transaction can be the only transaction in the shopping cart.
- 1.3 There will be no limit to how often a user can perform a Vanpool fare payment for a given fare period or Agency/Vanpool Group ID.
- 1.4 Vanpool fare payments will not be automatically reoccurring.
- 1.5 There is no connection between the Vanpool fare functionality and any subsidies provided by the cardholder's employer. The cardholder is personally responsible for paying whatever portion of the Vanpool fare they need to pay.
- 1.6 When performing a Vanpool fare payment, the user will need to enter the following:
 - a. ORCA Card Serial Number (default is current card)
 - b. Fare Amount (permitted minimum \$0.01 and maximum \$999.99)
 - c. Fare Period (default is current month, current and next month are the only available options)
 - d. Agency – using drop down list which contains only participating agencies (no default)
 - e. Vanpool Group ID (10 character, alphanumeric no special characters)
 - f. Rider First Name (defaults to the first name of the cardholder, mandatory and updateable)
 - g. Rider Last Name (defaults to the last name of the cardholder, mandatory and updateable)
 - h. Comment (optional freeform comment filed up to 300 characters)
- 1.7 The following are the participating agencies; Community Transit, King County Metro, Kitsap Transit and Pierce Transit.

- 1.8 The shopping card name for this transaction will be labelled 'Vanpool Fare – [Fare Period], [Agency], [Vanpool Group ID]'. The Fare Amount will be the shopping cart item Fee/Charge.
- 1.9 Payment of Vanpool fare will use the existing processing mechanism available on the CCW and CHW. Vouchers cannot be used to pay for Vanpool fares. Call Center users can use the existing available payment mechanisms (i.e. Process payment on CST, Process payment online).
- 1.10 Upon successful payment of a Vanpool fare, the receipt page on the CCW and CHW will show the following fields;
 - a. Receipt Number
 - b. Payment Date
 - c. ORCA Card Serial Number
 - d. Fare Amount
 - e. Fare Period
 - f. Rider First & Last Name
 - g. Agency
 - h. Vanpool Group ID
- 1.11 Upon successful payment of a Vanpool fare, an email will be sent to the paying cardholder's email address, if available. Agencies to provide required fields and email text.
- 1.12 A record of this email will be stored and viewable in Customer emails on the Call Center Website.
- 1.13 A transaction history event will be recorded against the ORCA card selected for a Vanpool fare payment
- 1.14 The system will generate a fee transaction with a new fee type – "Vanpool Fare". The fee transaction generated with the new fee type will settle in the ORCA system based on the selected Vanpool's Agency.

Call Center Website

- 1.15 Vanpool fare payment will not be available on the CCW when in training mode.
- 1.16 Vanpool fare payment will be available on the CCW to all Agencies.
- 1.17 Vanpool fare payment will be available to regular and supervisor CCW users.
- 1.18 The CCW will only allow payment of Vanpool fares for registered cardholders (within a call).

Cardholder Website

- 1.19 The CHW will allow payment of Vanpool fares for registered cardholders (within the secure area of the website)
- 1.20 The Site Map will be updated to include the new Vanpool Fare link.
- 1.21 The ORCA Options page on the public and secure areas of the CHW will be updated to reference the Vanpool Fare payment functionality. Agencies to provide text.
- 1.22 The Vanpool Fare functionality can be toggled on and off on the Cardholder Website, as was done for the RFI 725 E-purse Transfer functionality. It will be enabled by default. When disabled, Vanpool Fare links on the site map and navigation menu will be hidden and the text provided from 1.21 will not be shown.

Report Changes

- 1.22 A new ad hoc universe will be created to list all Vanpool fare payments, the following details will be captured;
 - a. Receipt Number
 - b. Payment Date
 - c. Cardholder First Name
 - d. Cardholder Last Name
 - e. Institution ID
 - f. Institution Name
 - g. ORCA Card Serial Number
 - h. Fare Amount
 - i. Fare Period
 - j. Agency
 - k. Vanpool Group ID
 - l. Rider First Name
 - m. Rider Last Name
 - n. Comment
- 1.23 Vanpool fee transactions will be listed in the Service Receipt Detail report as to distinguish it from other types of fees.

Documentation Updates

The Contractor will update system documentation which has been identified as:

- (a) SEA-01438 ORCA Cardholder Website Functional Specification
- (b) SEA-01539 ORCA Call Center Website Functional Specification
- (c) SEA-08301 Universe Design

Section 2.0 Schedule

2.1 The work described in Section 1.0 will be completed by ~~July 31, 2017~~ OCTOBER  

Cardholder Website (CHW) functionality will be tested in the Regional Test Bed (RTB) and will be immediately disabled by the System Operator on promotion to production.

The Agencies agree to activate the Cardholder Website (CHW) functionality within three (3) months of promoting Call Center Website (CCW) functionality to production. This assumes that any issues identified during the three (3) month period are corrected and implemented.

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

3.1 The Parties have agreed to a cost-sharing payment scheme, whereby the total cost of the work is \$77,489. The total cost will be shared between two Milestone payments.

OCTOBER  

(a) Milestone 1 by ~~July 31, 2017~~ OCTOBER: \$73,614 (95%) on successful completion of all work.

(b) Milestone 2: \$3,875 (5% of work) after the successful activation of Cardholder Website (CHW) functionality within three (3 months) of promoting Call Center Website (CCW) functionality to production. This assumes that any issues identified during the three (3) month testing period are corrected and implemented.

VI. IMPLEMENTATION SPECIAL PROGRAMS

LUMP SUM COST

Amendment No. 393

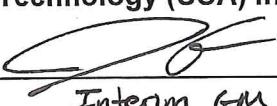
To perform Preliminary Analysis for a solution to process Vanpool Fares through the ORCA System.	\$77,489
TOTAL	

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and Ninety-Three shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: 
Its: Interim GM

Date: 2-8-17

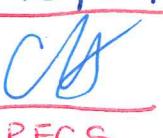
The Agencies

By: Chuck Hank
Their: ORCA operations manager
On behalf of the Agencies
Date: 2/15/17

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